Avaya Analog Telephone User Guide

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Analog Telephone User Guide

This guide explains how to make and answer calls and how to access features on analog telephones.

Features described in this guide are for analog telephones with a **LINK** or **FLASH** button.

Note: Analog telephones in Europe or Australia will have a **RECALL** button instead of a **LINK** or **FLASH** button.

If your telephone does not have a **LINK**, **FLASH** or **RECALL** button, you must use the Hook Switch (located under the handset). The Hook Switch must be pressed for approximately one half of one second.

If your telephone does not have a * or # button, you must use dialpad numbers. To indicate a * enter the number 1. To indicate a # enter the number 3.

Making and answering calls

Making external calls	1. Lift the handset. 2. Dial the external code (or line pool code) to access an external line. 3. Dial the telephone number. Contact your system administrator to confirm what external code or line pool code to use on your telephone.
Making internal calls	1. Lift the handset. 2. Dial the extension number. Contact your system administrator for a list of extension numbers.
Answering calls	Lift the handset to answer a call when your telephone rings.
Making or answering a second call	You can have two calls active at the same time. Use **LINK** 2 to switch between calls. **To answer a second call while on another call** Press **LINK** 2 to answer the second call.The first call is automatically put on hold. **To hold a call and make a second call** Press **LINK** 2 to put the first call on hold and dial the telephone number of the second call.

Call Display Information

Depending on the system hardware/software configuration, Call Display information (CLID) for incoming external calls can be viewed on analog display telephones. Your system administrator must enable the CLID feature for your telephone in system programming.

The name and number of an external caller appears on the telephone display after the first ring.

Note: Not all analog display telephones are capable of showing name and number information.

Contact your system administrator for more information on Call Display capabilities for your telephone.

Message Waiting Indication (MWI)

Depending on the system hardware/software configuration, visual or audible signalling for Message Waiting Indication (MWI) is available for analog telephones.

There are two MWI types: Stutter Dial Tone and Lamp Indication. Your system administrator determines which MWI type is assigned to your telephone in system programming.

Stutter Dial Tone	Lift the handset. You will hear a stuttered dial tone when you have a message waiting.
Lamp Indication	The indictor lamp on your telephone lights up when you have a message waiting.
Cancel MWI	To turn off Stutter Dial Tone or Lamp Indication at your telephone: Press **LINK** # 6 5 or reply (listen) to your new messages.

Replying to messages

You can receive internal and external messages.

- Internal messages are sent from a designated direct-dial telephone or an internal voice message center on your system.
- External messages are sent from a remote voice message center outside your system.

Contact your system administrator to confirm your mailbox privileges on an internal or remote voice message center.

Replying to internal messages	Do one of the following: • Press **LINK** * 6 5 to be automatically connected to the internal message sender. If you have more than one message waiting, you are connected to the first message that was received. • Dial the extension for the internal voice message center. Enter your mailbox number and password and press #. Follow the voice prompts to access your messages. Contact your system administrator for the extension number of the internal voice message center. For more information on internal voice messaging features, refer to “Voice Messaging - Internal” on page 8. • Dial the single digit access code for the designated direct-dial telephone to retrieve your messages. Contact your system administrator for the single digit access code.
Replying to external messages	Do the following: • Place a call to the remote voice message center to retrieve your messages. Contact your system administrator for the telephone number of the remote voice message center.

Feature List

Use this list to review all available features for your telephone.

Call Forward	**LINK** * 4 **Cancel: LINK** # 4 Directs your calls to another telephone connected to your system. Press **LINK** * 4 followed by the extension number of the telephone to receive the forwarded calls.
Call Park	**LINK** * 7 4 Parks the call on hold and allows it to be retrieved from any other telephone within the system. When the call park is successful, you hear a confirmation tone and the call is parked on the highest numbered park code in the system. If call park is unsuccessful, you hear an error tone and remain connected with the call. **To retrieve a parked call**: Lift the handset and dial the retrieval code. Contact system administrator for a list of park codes.
Call Pickup, directed	**LINK** * 7 6 and the extension number of the ringing telephone. Allows you to answer any ringing telephone in your system.
Call Pickup, group	**LINK** * 7 5 Allows you to answer any ringing telephone within your pickup group.
Call Queuing	**LINK** * 8 0 1 Allows you to answer the next call. If more than one call is waiting, priority is given to incoming external calls over callback, camped, or transferred calls.
Camp-on	**LINK** * 8 2 and the extension number Allows you to re-route a call to another telephone even if all its lines are busy.
Conference	**LINK** * 3 Allows you to establish a three-way conference between yourself, one external call and one internal call, or two internal calls. Line pool access allows you to establish a conference between yourself and two external calls. **To establish a conference:** 1. Make or answer the first call. 2. Press **LINK** 2. The first call is automatically put on hold. 3. Make or answer the second call. 4. Press **LINK** * 3 to complete the conference. **Note:** If the second call is busy, replace the handset and **LINK** 2 to return to the first call.

Conference continued	**To put a conference on hold:** Press **LINK** 2 .The other two callers can still talk to each other. **To return to the conference call**: Press **LINK** 2 again.
	To split a conference: 1. Press **LINK** # 3 . This allows you to put one caller on hold and to consult with the other caller. 2. Press **LINK** 2 to alternate between callers. **To re-establish the conference**: Press **LINK** * 3 .
	To disconnect one party: 1. Press **LINK** # 3 . This allows you to put one caller on hold. 2. Press **LINK** 2 to alternate between callers. **To end a call:** Finish your conversion then replace the handset. **To retrieve the held call:** Press **LINK** 2 .
Hold Call-Exclusive	**LINK** * 7 9 Allows you to place an active call on hold and prevents it from being picked up from other telephones.
Hold Call-Public	**LINK** 2 Allows you to place an active call on hold and allows it to be picked up from other telephones.
Last Number Redial	**LINK** * 5 Automatically dials the last external telephone number you dialed.
Page	Contact your system administrator for a list of page zones **Internal page** **LINK** * 6 1 and zone (0 to 6) Make a page announcement to all, or to a specific group of telephones, through the telephone speakers. Zone 0 pages all zones.
	External page **LINK** * 6 2 Make a page announcement through an external loudspeaker system.
	Internal and external page **LINK** * 6 3 and zone (0 to 6) Make a page announcement through both your telephone speakers and an external loudspeaker system. Zone 0 pages all zones.

Privacy Control

LINK * 8 3

Prevents another telephone that shares your line from joining your current call or permits another telephone that shares your line to join in.

Ring Again

LINK * 2 **Cancel: LINK** # 2

Allows you to monitor a busy or unanswered telephone, or a busy line pool within your system. When the telephone or line pool becomes available, you are alerted with one short ring from your telephone.

Saved Number Redial

LINK * 6 7

Allows you to save an external number to redial later. Enter **LINK** * 6 7 while you are on a call to save the external number.

To automatically redial the saved number: Lift the handset and press **LINK** * 6 7 .

Send Message

LINK * 1 **Cancel: LINK** # 1

Allows you to send a message to another telephone within your system.

Transfer

LINK * 7 0 .

Allows you to send a call to another telephone within your system. To transfer a call you must have an available internal line.

Transferring a call:

1. Make or answer a call.
2. Press **LINK** * 7 0 .
3. Dial the extension number of the telephone to receive the transfer call.

Replace the handset to complete the transfer.

Transfer using announce:

1. Make or answer a call.
2. Press **LINK** * 7 0 .
3. Dial the extension number of the telephone to receive the transfer call.
4. Announce the call to the receiving party.
5. Replace the handset to complete the transfer.

Transfer using conference:

1. Make or answer a call.
2. Press **LINK** 2 . The call is put on temporary hold.
3. Make a second call.
4. Press **LINK** * 3
5. Replace the handset to complete the transfer.

Trunk Answer	**LINK** * 8 0 0 Allows you to pick up a ringing external call on a line that has been placed into a Ringing Service schedule.
Voice Call	**LINK** * 6 6 and the extension number Allows you to make a voice announcement or begin a conversation through the speaker on a digital telephone without making the other telephone ring.
Voice Messaging - Internal	**LINK** * 9 8 1 and follow the voice prompts Allows you to open your mailbox to listen to your messages.
	LINK * 9 8 0 and follow the voice prompts Allows you to record and send a message directly to a mailbox without calling the extension.
	LINK * 9 8 4 Allows you to forward calls directly to your mailbox.

Other documents

Refer to the *Avaya Telephone Feature User Guide* for a complete list of features available for all types of telephones on your system.

Note: You press the **FEATURE** button on digital telephones to access features. You press **LINK** *, **FLASH** * or **RECALL** * buttons on analog telephones to access features.